



Soccer By Design – Terms & Conditions

1. Payments

- All invoiced amounts are due in line with the payment terms stated on the invoice.
- For Full-Time Academy players choosing to pay weekly by direct debit, payments are processed by Ezidebit (our third-party provider).
- If a direct debit payment fails, Ezidebit will charge a *Failed Payment Fee of \$9.90* directly to you (the customer).

2. Refunds & Cancellations

- Program fees are non-refundable once a term or program has commenced.
- Refunds will only be considered in cases of:
 - Serious injury or illness (a medical certificate may be required).
 - Program cancellation by Soccer By Design.
- **Missed sessions** (including due to illness, holidays, or personal commitments) are not refundable or transferable. The only exception is if we are notified *at the start of the term* about holidays or personal commitments — in this case, a session credit may be applied.

3. Program Changes

- Soccer By Design reserves the right to make changes to program times, dates, and venues. Notice will be provided wherever possible.
- If a session is cancelled due to extreme weather or unforeseen circumstances, we will endeavour to reschedule where practical.

4. Direct Debit Authorisation

- By signing up for weekly payments, you authorise Ezidebit to debit your nominated account or card each week for the agreed amount.
- It is your responsibility to ensure sufficient funds are available at the time of debit.
- Any changes to your nominated bank account or card details must be advised to Soccer By Design at least 5 business days before the next scheduled debit.

5. Discontinuing Direct Debit Payments

- Players wishing to withdraw from the Full-Time Academy must provide a minimum of *2 weeks' written notice* to cancel direct debit payments.
- Any outstanding fees up to and including the notice period remain payable in full.

6. Liability & Conduct

- While all care is taken, Soccer By Design is not liable for injuries sustained during training or matches. Parents/guardians are encouraged to ensure appropriate personal insurance is in place.
- Players and families are expected to behave respectfully towards coaches, staff, and other participants. Soccer By Design reserves the right to remove a player from the program for poor behaviour, without refund.